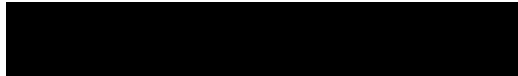


EXHIBIT 12



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Find Wi-Fi info for NVG599

Looking for your Wi-Fi network name (SSID) and password (network key) to connect devices to your home network? Here's how to find them.

You're viewing instructions for

Modem / gateway

**Arris****NVG599**

TRY THIS FIRST

Use Smart Home Manager to find Wi-Fi info

Find your Wi-Fi® network info using your ID and password on any computer or mobile device, no matter where you are.

[Get it](#)

INSTRUCTIONS & INFO

Get your network info

You can find your Wi-Fi name and password on your gateway or on the gateway settings screen. But your gateway label is the quickest way to get default Wi-Fi network info. Changed your Wi-Fi name or password from the default info? You can still get your changed Wi-Fi info on the gateway settings screen.

Wi-Fi gateway

You'll find a sticker on the side of your gateway with your original Wi-Fi settings:

- Wi-Fi name is labeled **Wi-Fi Network Name**.
- Wi-Fi password is labeled **Wi-Fi Password**. macOS® users may need to enter **\$** at the beginning of the Wi-Fi password.

[Chat](#)



Gateway settings screen

You can also get network info from any device connected to your home network. This is useful if your Wi-Fi name or password has changed.

With the NVG599, there may be several network names for each 2.4GHz, 2.4GHz Guest, and 5.0GHz band being used. To find this info:

1. Go to [gateway settings](#).
2. Scroll to **Gateway Status**.
3. Locate **Wireless**:
 - Check **Network IDs (SSID)** for your Wi-Fi network names.
 - Look at **Network Keys** for your Wi-Fi passwords.



Advertisement

Last updated: October 20, 2021

Looking for more info?

[Change Wi-Fi info for NVG599](#) >

[Connect devices to your home Wi-Fi](#) >

Did you get the help you needed?

☐ Yes ☐ No

Community forums

Have questions about your Internet service? Explore our community forums for answers.



Ask the
community



Change my IP Address [...Go to discussion](#)

Here's some articles with information on Static IPs... About Static IPs <https://www.att.com/support/article/u-verse-high-speed-internet/KM1002300> and Static IP Addresses <https://www.att.com/supp>

Last reply Nov 2 2021 | 0 views | Posted by daveimize



Change my IP Address [...Go to discussion](#)

Changing the gateway may change your IP address, and it may not. The point of dynamic IPs is that they are assigned as needed by the network. Even so, they rarely change at the end point. Moving your

Last reply Aug 24 2020 | 0 views | Posted by daveimize

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